



STANDARD WARRANTY

Our Standard Warranty packages cover all system components in line with terms and conditions covering product failures under normal and anticipated usage. Extremely cost-effective, it guarantees Getac quality repairs in the event of a product failure. Our Bumper-to-Bumper fully rugged warranty comes with accidental damage protection included as standard.



3 Yrs RTB
PS236

5 Yrs RTB
V100 / V200
E100A / E110



3 Yrs PAC
S400 / S410

5 Yrs PAC



3 Yrs BTB*
ZZ710 / ZX70
V110 / F110
RX10 / RX10H
MX50 / T800
PS336

5 Yrs BTB*
X500
X500 SERVER
B300

WARRANTY BENEFITS

- ✓ Highest quality repair using fully qualified technicians in a customer-designed support centre
- ✓ Only genuine Getac-approved parts used in any repair
- ✓ Getac ownership and control for repair process – less hassle and customer inconvenience
- ✓ Standard and consistent repair management

*The above service offering is only applicable on products purchased after 1 May 2017 and for collections within the European Economic Area, Switzerland & the United Kingdom. Pack & Collect service cannot be applied to X500 and X500 Server due to device size.



SERVICE & SUPPORT = TOTAL CARE

STANDARD WARRANTY

WARRANTY DESCRIPTION

Standard warranty provision covers all system components in line with terms and conditions relating to failures experienced under each product's normal and anticipated usage.

- Getac is confident enough in its build quality to back its products with an industry-leading 3 or 5 year support package
- Simple but effective
- Log the RMA and the units are packed & collected next business day
- Once at our European Service Centres, repairs are efficiently processed so that products are away from your business for no more than 5 working days from receipt of RMA into a Getac Service Centre

WARRANTY PROCEDURE

- Log Service Request on Getac Global Support System – GSS
- A courier from Getac's logistics partner will arrive the next business day with suitable packaging† to collect your device and return to our service centre
- Upon receipt of Service Request unit full diagnostics will be carried out and unit will be repaired
- Unit will be soak-tested, cleaned and shipped back to required address
- The goal of Getac service is to minimise the time any unit is away from your business and so we aim to turn around all Service Request units within 5 days from arrival at the Getac service facility

SERVICE UPGRADES

3 Years Pack and Collect

3 Years Bumper to Bumper

3/4/5 Year Z710 Extended Battery Service with Pack and Collect

4/5 Years Pack and Collect

4/5 Years Bumper to Bumper

Up to 7 Years support based on project request



HELPDESK:

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German: +49 (0)211-984819-0

Italian: +39 039 617720

Getac European Service Centres

Telford, UK & Brussels, Belgium